

# Communication Cue Card: Skills for Peer Coaches

This resource can be used to guide your professional conversations

## Active Listening

- ☐ Is focused on the speaker and supporting their learning
- ☐ Is blocking out all competing thoughts
- ☐ Is leaning forward and nodding

## Paraphrasing

- ☐ Is restating what was stated
- ☐ Is used to check for understanding
- ☐ Clarifies what was heard by summarizing
- ☐ Indicates acceptance and encouragement
- ☐ Establishes a relationship between the speakers

*How did you. . . What. . . ? How did . . . ? So...? So what you are wonderin is...? As you...? So your hunch is...? You're thinking...?*

## Clarifying Questions

- ☐ Lead to a clear picture or understanding of a topic or idea
- ☐ Are factual
- ☐ Are answered quickly
- ☐ Are used to gather information

*How did you. . . ? What. . . ? How did . . .*

## Probing Questions

- ☐ Are thought provoking
- ☐ Encourage deeper thinking
- ☐ Are often open-ended
- ☐ Are solution focused

*What might the next step be? What did you learn from that? Are there other strategies that you could use to...?*

These DER NSW tools were developed by Dr Les Foltos of **PeerEd** as part of the **Microsoft Peer Coaching Program**



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